

**From:** jlu cien@erols.com  
**To:** microsoft.atr(a)usdoj.gov  
**Date:** 1/23/02 11:45am  
**Subject:** Microsoft Settlement

I am a software developer, have been a network administrator, and have been PC enthusiast since childhood.

I will keep my comments on this situation short and to the point. I'm not going to try and list all of Microsoft's transgressions - they have already been found guilty of illegally using monopoly power. What I would like to impress upon you is the effect of their actions on the average computer user.

How many times has your computer crashed without warning? How many times have you lost work because of a crash, costing you valuable time and effort? How many times has your computer done things without your knowledge or asking you? Have you ever wanted to just throw your computer out of the window because it's so difficult to work with?

Everyone you and I know would answer yes to all of those questions. I bet everyone at the time was using the Windows operating system of some version or other.

My point is, everyone (i.e. consumers) who have had these experiences and wished they could use something else, have not easily been able to, and considering this is America, that's ridiculous. I bought a new laptop a few months ago and could not buy one without Windows already installed (meaning I \*had to pay\* for something I did not want). Where is the choice in that? Why should I have to buy that awful operating system when all I wanted was the computer? I can install my own operating system - I don't need or want theirs. Not only that, I got a bum deal because I didn't even get the disks to reinstall it should it break, which it will, based on all my previous Microsoft Windows experience.

It's not fair on the consumer, and the proposed settlement will only propagate that power. It's quite obvious that Microsoft are using this "settlement" to break into a portion of the market they don't actually dominate.

Please do not let Microsoft do this. Punish them properly, and then stop the continuation of use of the monopoly leverage. Do not let them force computer manufacturer's to sell their product. Do not let them cripple software to only work properly with their own products without clearly informing the buyer/user. Do not let them force the user's of their products register their names, addresses, e-mail addresses and computer hardware with them just to "use" their operating system.

Please rectify this intolerable situation so that "average" computer users can make choices without fear of purposeful non-interoperability. If consumers cannot be monetarily compensated, then please compensate them with actually stopping the illegal use of monopoly power, and opening up the barriers to entry so that other companies may compete with them on an even playing field.

Thanks,  
Veesa Norman,  
Washington DC.

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